

COMMUNITY SERVICE OFFICER II

DEFINITION

To perform a variety of routine, non-hazardous law enforcement office and file work.

EQUIPMENT, METHODS AND GUIDELINES

Uses Federal, State and local laws, policies, procedures and practices. Record keeping, telephone, FAX machine, PC terminal, printer, calculator, copy machine and various resource material.

WORKING CONDITIONS

Predominantly inside work. Conditions also involve field work. Incumbents are also subject to evening, weekend and holiday work.

PHYSICAL DEMANDS

The work involves exposure to physical confrontation and verbal abuse.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Support Services Manager or Police Lieutenant. Technical or functional supervision may be provided by higher-level personnel.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Take, prepare, process and file routine reports and correspondence such as vandalism, found property and traffic accident reports; retrieve and input data into the computer terminal.

Respond to citizen complaints and requests for information and assistance at counter and by telephone; receive non-investigative reports.

Provide clerical assistance in a support capacity; answer phones, maintain files and court calendars for officers; accumulate data and prepare statistical reports; collect and preserve evidence and property; notify owners and dispose of property when court action has been concluded.

Obtain court order for destruction of narcotics and weapons. Periodically dispose of weapons and narcotics; prepare associated reports.

Process and cancel warrants; perform citation sign-offs; issue parking citations and have abandoned vehicles towed away.

Assist officers in witness and/or crime scene searches; perform fingerprinting for prisoners and the public; type fingerprint cards; operate emergency telephone and dispatch equipment in a support capacity.

Prepare daily court runs to respective courts or D.A.'s offices; calibrate alcohol breath test simulators.

Schedule patrol vehicle maintenance and prepare service records; order and maintain stationery supplies and forms; photograph crime scenes; assist in the Youth Services and Crime Prevention Programs.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Legal guidelines pertaining to the maintenance and control of evidence; principles and practices of armory control and maintenance.

Correct English usage, spelling, punctuation and grammar; record keeping principles and procedures.

Modern office methods, procedures, and equipment. Research techniques and procedures. Learn and apply operating policies, procedures and methods of the Police Department; learn to operate radio, telephone, teletype, and camera equipment.

Understand and carry out both oral and written directions; respond quickly and effectively in difficult situations; prepare accurate written reports and maintain records.

Establish and maintain effective work relationships with those contacted in the performance of required tasks.

Ability to:

Meet the physical requirements necessary to safely and effectively perform the assigned duties.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

An employee of the City of Pleasant Hill must be an incumbent of the CSO I classification for a minimum of three years (from the date of hire as a CSO I) to be eligible to test for CSO II classification. The employee must have successfully completed a three (3) month assignment in both the Patrol and Services bureau.

The employee must be dispatch qualified by the Records Supervisor and/or Support Services Commander allowing for assignment as Dispatcher relief. However, at no time shall a CSO II be placed in the position that they will be performing dispatcher duties without a Dispatcher or a Records Supervisor within the Police Department facility.

The CSO II will be required to type on a word processing system forty (40) wpm to meet the minimum qualifications. However, CSO's hired before March 1991, will be required to type thirty (30) wpm to qualify.

Education:

Equivalent to the completion of the twelfth grade. Department prefers that the employee has completed at least 15 units of college level course work. The employee must have attended the post approved Records Course, or have at least six (6) years experience working in a Records or Communications Bureau of a California Law Enforcement Agency.

LICENSE AND CERTIFICATE

Possession of, or ability to obtain, an appropriate California driver's license. After appointment to a CSO II position, the Department will send the individual to a POST approved Dispatcher course as soon as practical if they do not possess a POST Dispatcher Certificate.